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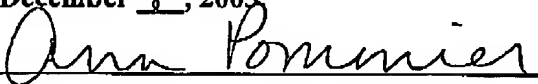
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**FAX COVER LETTER**

December 8, 2003

**TO:** Office of Initial Patent Examination's Customer Service Center  
**COMPANY:** U.S. Patent and Trademark Office  
**PHONE:**  
**FAX:** 703.746.9195  
  
**FROM:** Steven C. Lieske  
**DIRECT DIAL:** 612.607.7508  
**EMAIL:** Slieske@Oppenheimer.com  
**RE:** Serial No. 10/619,917  
Attorney Docket No. 60021-378501

**COMMENTS:** I hereby certify that this correspondence is being transmitted by facsimile to the Office of Initial Patent Examination's Customer Service Center of the U.S. Patent and Trademark Office on December 8, 2003.



Ann Pommier

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Christopher J. Allen et al.	
Serial No.:	10/619,917	
Filed:	July 15, 2003	Group Art Unit: Not assigned
Title:	SYNCHRONIZATION OF AGENT SKILL DATA	Examiner: Not assigned
Docket No.:	60021-378501	

Office of Initial Patent Examination's  
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RECEIPT CORRECTIONS AT 703-746-9195, ON  
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**REQUEST FOR CORRECTED FILING RECEIPT**

Dear Sir:

Applicant noticed an error in the official Filing Receipt. The Attorney Docket No. of the above-identified application is incorrect. The Attorney Docket No. should read as follows:

**60021-378501 NOT 60021-379301.**

The Commissioner is authorized to charge any fees associated with this filing to Deposit Account No. 50-1901 (Reference No. 60021-378501).

Respectfully submitted,

By:   
Steven C. Lieske, Reg. No. 47,749  
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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/619,917	07/15/2003	2126	1236	60021-379364 378501	7	33	6

CONFIRMATION NO. 7149

29838

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## FILING RECEIPT



\*OC00000011042889\*

Date Mailed: 10/16/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Christopher J. Allen, Aurora, CO;  
 Beth S. Miles Barry, Corte Madera, CA;  
 Ervan D. Rodgers, Lansing, MI;

## Domestic Priority data as claimed by applicant

## Foreign Applications

If Required, Foreign Filing License Granted: 10/15/2003

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

## Title

Synchronization of agent skill data

## Preliminary Class

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Title 37, Code of Federal Regulations, 5.11 & 5.15**

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